

**LifeLine contacts received and closed by CAB during the month of June 2017**

Data Pull Date: 071217

LifeLine Phone Contacts in CAB

	Jan	Feb	Mar	Apr	May	Jun	YTD
Received	96	101	86	82	90	100	555
Closed	96	101	86	82	90	100	555

LifeLine Written Contacts in CAB

Received	Jan	Feb	Mar	Apr	May	Jun	YTD
LL Appeals (Landline & Wireless) Received	204	146	181	148	202	159	1040
LL Billing Received	49	65	60	56	79	75	384
LL Complaints Received	2	2	2	2	0	2	10
LL Inquiries Received	19	14	26	13	51	22	145
LL Assignment Pending	50	34	30	43	8	45	210
LL Enrollment Request Freeze	/	/	/	/	0	0	0
Total Written Contacts Received	324	261	299	262	340	303	1789
Closed	Jan	Feb	Mar	Apr	May	Jun	YTD
LifeLine Appeals Closed	247	184	216	129	196	215	1187
Landline Appeals	174	123	134	81	105	97	714
Wireless Appeals	73	61	82	48	91	118	473
LL Billing Closed	56	49	85	79	71	64	404
LL Complaints Closed	0	0	1	1	1	0	3
LL Inquiries Closed	26	29	42	14	29	50	190
LL Enrollment Request Freeze	/	/	/	/	0	1	1
LL Unknown ¹ Closed	2	1	1	0	1	0	5
Total Written Contacts Closed	331	263	345	223	298	330	1790

Section II - Written Closed LifeLine Appeals and Billing Contacts by Subcategory

	Jan	Feb	Mar	Apr	May	Jun	June		YTD
LifeLine Appeals (Landline & Wireless)							Denial Overturned ²	Denial Upheld ²	
LL Customer Did Not Return Form	68	50	64	33	56	59	5	53	330
LL Documents Not Provided/Does Not Meet Guidelines	46	38	33	20	46	41	28	2	224
LL Form Complexity	9	4	8	8	10	6	1	0	45
LL IDV Identity Verification	26	26	35	15	27	23	15	2	152
LL Initials Missing	21	11	14	15	15	20	1	18	96
LL No Carrier Authority	0	0	0	0	0	0	0	0	0
LL Nondeliverable	0	0	1	0	0	0	0	0	1
LL Policy/Practices	5	3	9	5	4	12	0	10	38
LL Privacy	0	0	0	0	0	0	0	0	0
LL Qualifying Method Not Selected	2	3	6	5	2	3	3	0	21
LL Signature/Printed Name Does Not Match/Missing	62	42	40	24	30	41	19	17	239
LL SSN/DOB/Tribal ID Not Provided	8	7	6	4	6	10	7	2	41
LL Tribal	0	0	0	0	0	0	0	0	0
LL TTY	0	0	0	0	0	0	0	0	0
Total Appeals	247	184	216	129	196	215			1187

	Jan	Feb	Mar	Apr	May	Jun	June			YTD
LifeLine Billing							Wireless	Wireline	VOIP	
LLB Address Error	6	7	5	7	6	5	5	0	0	36
LLB Application Request	14	9	27	27	19	22	2	20	0	118
LLB Approved for Discount	10	10	10	17	12	9	6	3	0	68
LLB Discount Switched to Other Carrier	7	3	5	5	6	3	0	3	0	29
LLB Federal Program/Equipment	17	20	38	23	28	25	25	0	0	151
LLB New Phone Service Not LL Eligible	2	0	0	0	0	0	0	0	0	2
Total Billing	56	49	85	79	71	64				404

	Jan	Feb	Mar	Apr	May	Jun	YTD
LifeLine Freeze³							
LLF Address Change						0	0
LLF Enrollment Freeze						1	1
LLF Failure to Provide Service						0	0
LLF Federal Violation						0	0
LLF Late Fees						0	0
LLF State Violation						0	0
Total Billing	0	0	0	0	0	1	1

Disclaimer: The LL data provided above is a snapshot in time; that is, there may be slight variations in numbers reported for past periods due to factors including but not limited to cases being reopened and updates to coding based on quality assurance audits.

1 Unknown are cases for which insufficient information is available (e.g. insufficient customer information to identify customer such as no address, a more information letter that received no response), which prevents their specific assignment. These cases are normally closed/autoclosed with a category and/or subcategory of unknown, and/or a disposition of Unresponsive Consumer-More Info Needed.

2 Denial Overturned and Denial Upheld may not add to the total number of cases closed for a particular category as there are other dispositions that might apply, such as Unresponsive Consumer-More Info Needed.

3 New case type and subcategories added to reflect changes in the LL program effective June1, 2017.